



MERIDIAN

HEALTH *Services*

Physical. Mental. Social Well-Being.



Coordinated Care for the Dually Diagnosed

**NADD ACCREDITED
PROGRAM SINCE 2016**

STATE CONTRACT

- Meridian Health Services began operating Crisis Management Services in August 2007 as part of a state contract.
- From 8/2007-5/2010 Meridian Health Services:
 - Served 925 patients in crisis
 - Prevented 230 ER visits
 - Prevented 305 Inpatient Psyc Hospitalizations
 - Prevented 30 Medical Hospitalizations
 - Diverted 68 Jail/Incarcerations
 - Diverted 296 Police Runs
 - Prevented 17 State Hospital Placement
- This service saved the state over \$7,000,000 in expenditures.

SERVICES PROVIDED DURING CONTRACT

- Meridian Health Services utilized 15 full-time crisis services staff members that were funded through the state contract
- Staff provided:
 - 24-Hour Crisis Line
 - In-Home Supports (at time of crisis or within 24 hours)
 - Temporary Out-of-Home Stabilization services as needed
 - Follow Along/Crisis Prevention

COORDINATED CARE FOR THE DUALY DIAGNOSED

- Since 07/2010 the Connxxions Program has serviced 6210 patients total
- Connxxions is currently serving 1600 patients
 - Approximately 1/3 are Children and Youth
- Services Include:
 - Individual/Family Therapy
 - Group activities
 - Case Management
 - Personal Health Skills Building
 - Psychiatric Services
 - Primary Medical Care
 - 24- Hour Crisis Line Access

CRISIS SERVICES SINCE 2010

- Given our commitment to the IDD population when the state contract ended Meridian Health Services decided to continue providing a crisis line for our Connxxions patients.
- Our Crisis Line currently provides telephonic de-escalation/support and coordination with ongoing service providers
- Staff volunteer to provide crisis services for a stipend and do this in addition to their full time jobs

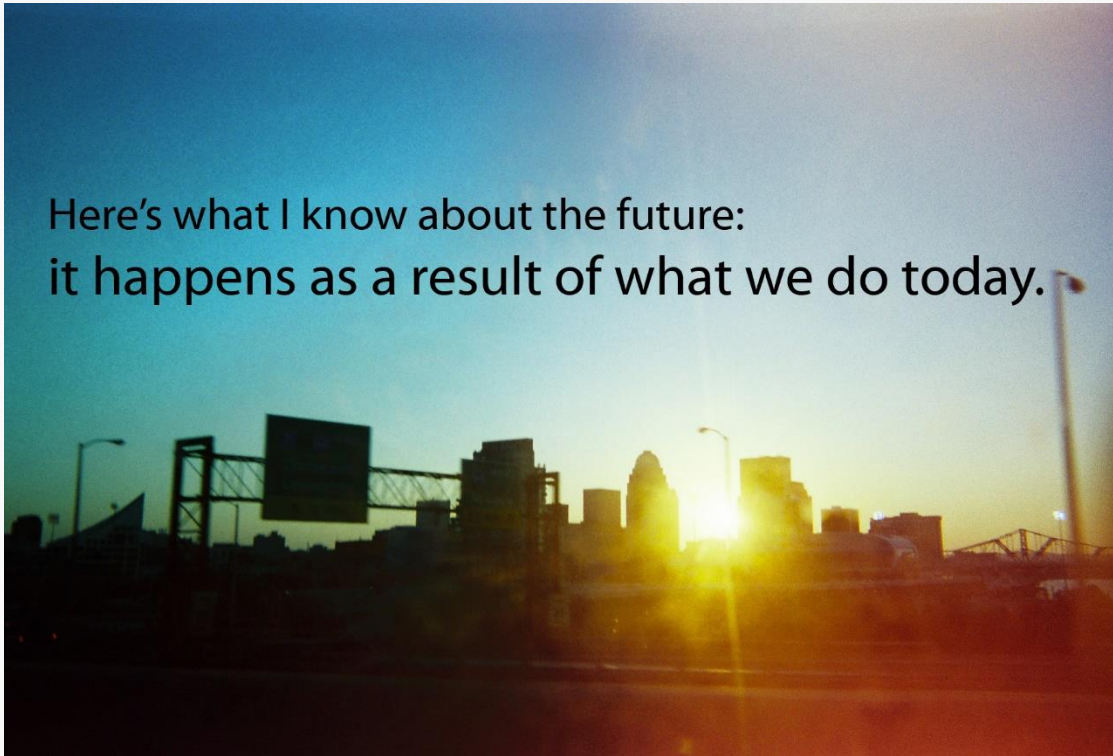
CRISIS SERVICES IN 2019

2019 Crisis Line Outcomes

Prevented Hospitalization	39
Prevented Police Involvement	44
Prevented Use of ER or Hospital	36
Prevented Harm to Self or Other	53
Prevented Placement Disruption	25
Accomplished Use of Coping Skills	65

LOOKING TO THE FUTURE

Here's what I know about the future:
it happens as a result of what we do today.



STATE-WIDE CRISIS MANAGEMENT PROGRAM

- Client Capacity 950
- Meridian would bill Medicaid Rehabilitation Option for eligible services to eligible patients.
- Any patient who meets dual diagnosis criteria will be admitted as patients of Meridian Health Services and also “enrolled” as patients with DMHA.

PROGRAM COMPONENTS

- 24-Hour telephone hotline
- In-Home Service as determined clinical necessity
- Risk Reduction and Stabilization
 - Following the initial crisis contact each patient will receive an average of 8 hours per week of follow up services during the first month and 4 hours per week the second month.
 - Services can continue as needed or may be referred to outpatient care.

PROGRAM COMPONENTS

- Temporary Out of Home Placement
 - MHS will operate 3 temporary homes for adults
 - MHS will contract with juvenile residential providers for temporary placement for individuals under 18.
- Telemedicine Capacity and Coverage
 - Achieved by utilizing MHS primary care and psychiatric providers and other possible resources for telemedicine.

PROJECTED COSTS

Upfront Expenses

Staffing (Staff, Fringe, Travel, Technology)	5,500,000
Housing (cost would decrease after first year)	1,100,000
Training in Evidenced Based Practices	50,000
Miscellaneous Other (Psychological testing, 24/7 hour line)	350,000
Total	7,000,000

- If allowed under contract Meridian would bill Medicaid Rehab Option for eligible participants, allowing us to decrease total cost to the state.
- Payer split is estimated at this time to be one third MRO and two thirds state contract.